



# Greater Moncton International Airport Authority Accessibility Policy





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# Greater Moncton International Airport Authority

## 1. Purpose

This Accessibility Policy describes the Greater Moncton International Airport Authority's ("GMIAA" or "the Airport") commitment to accessibility and inclusion.

The GMIAA recognizes and supports the principles set out in the *Accessible Canada Act* (ACA), the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), the *Accessible Transportation Planning and Reporting Regulations* (ATPRR), and its obligations under legislation.

This Policy also describes the Airport's responsibilities to contribute to meeting the objective of the ACA to achieve a barrier-free Canada on or before January 1, 2040.

## 2. Scope

This policy applies to all GMIAA operations, employees, and volunteers. Airport partners and contracted service providers are required to be familiar with and abide by all applicable Airport policies.

## 3. Statement of Commitment to Accessibility

GMIAA is committed to providing a safe, dignified, and welcoming environment for everyone. We believe in integration, equality of opportunity, and independent access and participation for persons with disabilities. The Airport will ensure compliance with all applicable accessibility legislation by identifying, preventing, and removing barriers to accessibility. We are committed to providing an exceptional and inclusive experience for our employees, passengers, volunteers, and partners.

## 4. Accessibility Feedback and Complaint Resolution Process

The Airport is committed to ensuring that an accessible and inclusive experience is provided to employees, passengers, volunteers and partners at the Airport.

Anyone with concerns or suggestions regarding accessible services at GMIAA is encouraged to contact the Airport. All comments, complaints or suggestions





regarding accessibility barriers or concerns, should be made by one of the following means, and a response will be provided promptly

- On the Airport website: [www.cyqm.ca](http://www.cyqm.ca) under [Contact](#)
- By phone: 1-506-856-5444 ext. 6 (between 8:00 a.m. and 4:00 p.m. AST Monday to Friday)
- By email: [accessibility@cyqm.ca](mailto:accessibility@cyqm.ca)
- Mailing address:  
Greater Moncton International Airport Authority (GMIAA)  
12-777 Aviation Avenue  
Dieppe, New Brunswick, Canada  
E1A 7Z5

Upon receipt of customer feedback, GMIAA will acknowledge receipt of the inquiry or complaint and investigate the matter. Customers will be advised of the outcome of this investigation in a timely manner.

An accessibility feedback [form](#) and process has been developed and is available to the public on <https://cyqm.ca/services/accessibility/> and upon request.

Other than feedback indicated as anonymous, feedback will be acknowledged in the same way it was received or the preferred manner requested.

Airport employees have been trained on the procedure for receiving, responding to, and tracking feedback to ensure ongoing improvement of accessible and inclusive services. Outreach to Airport contacts with lived experience as part of the deaf, disabled, and neurodiverse communities is ongoing.

Outreach to the broader community and invitations for feedback will be sought when updating Airport accessibility plans and progress reports.

## 5. Curbside Assistance

Curbside assistance is available from Departures curbside at the airport to check-in counters, and from baggage collection to Arrivals curbside.

The Curbside Assistance Program is available upon request. However, we encourage you to book with us 48 hours in advance of your departure date to allow time for your requests to be fulfilled. If you need assistance, contact Airport Security at (506) 856-5429 or by email at [security@cyqm.ca](mailto:security@cyqm.ca).





For those picking up or dropping off passengers at the airport, designated areas are situated at the Arrival and Departure entrances in front of the terminal building. It's important to note that these zones are intended for immediate pick-up or drop-off purposes only, and vehicles should not be left unattended.

## 6. Assistance throughout the Terminal Building

Passengers who require assistance with mobility throughout the terminal are asked to contact their airline prior to arrival at the Airport. Each airline is responsible for helping ensure their passengers get from the check-in counter onto the plane, and off the plane to the baggage claim area. Individual airlines will make the necessary arrangements for assistance as required.

Parking services providers will help passengers needing assistance from the curb to or from the terminal. Passengers can call Security at 506-856-5429 or email [security@cyqm.ca](mailto:security@cyqm.ca) for this service.

## 7. Accessible Washrooms

All Airport washrooms have a wheelchair accessible toilet. Accessible washrooms are located:

- Pre-Security
  - Near the check-In/ticket counters
  - Arrivals area (including a singular washroom nearby)
- Post-Security
  - Departures gates 3 & 4
  - Mezzanine level
- International arrivals area

## 8. Accessible Airport Facilities

Examples of accessibility features at the Airport include:

- A variety of seating options throughout the Airport (including, accessible seating with transfer area available, seating at different widths, and seating with and without arm rests);
- Roll-up, automatic drinking fountains;
- Wayfinding and signage (that incorporates braille and raised lettering, identifying accessible washrooms and service animal relief areas); and
- Outdoor and underground parking areas with designated accessible parking spaces and direct access to pedestrian walkways that lead to elevator lobbies for safe transit.





To book underground accessible parking spots please contact us via email at [accessibility@cyqm.ca](mailto:accessibility@cyqm.ca) or call 506-856-5444.

## 9. Wheelchairs and Assistive Devices

The Airport is equipped with wheelchairs and can be obtained at the Security Office located on the main level of the Terminal Building. Electric carts are not available.

To request assistance, contact Airport Security at (506) 856-5429 or by email at [security@cyqm.ca](mailto:security@cyqm.ca).

Airlines operating out of Moncton also have wheelchairs available for passengers.

The GMIAA is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the Airport's services and facilities. Support employees will be trained how to interact with persons who use an assistive device.

## 10. Notice of Temporary Disruption of Services

The GMIAA will provide notice in the event of a planned or unexpected disruption in accessible facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice will be posted at the location of the disruption of facilities or services and at the front entrance of the terminal. For lengthy and planned delays, notice will also be posted on the Airport website at <https://cyqm.ca/>.

## 11. Information and Communication

The Airport continues to work towards ensuring that its website and its information services and content are accessible. This includes providing public information in alternate formats upon request.

Requests for information in an alternate format (such as print, large print, braille, or audio information) can be provided on any services or facility at YQM by contacting the Airport by phone at 1-506-856-5444 ext. 6 (between 8:00 a.m. and 4:00 p.m. AST Monday to Friday) by email at [accessibility@cyqm.ca](mailto:accessibility@cyqm.ca)





Individual accessibility needs will be taken into account and accessible information will be provided in a timely manner and at no additional cost to the individual.

## 12. Accessibility features for those with hearing impairments

Electronic signs throughout the terminal display flight information and emergency notices.

Emergency notices are provided visually, and strobe lights are in effect during emergencies as well.

Pay phones with TTY (Tele Typewriter) service are available in Arrivals, Departures and Baggage-claim areas.

## 13. Accessibility features for those with visual impairments

Wayfinding and signage throughout most of the Airport terminal, including information to access elevators and washrooms, includes braille.

The public address system is used to provide audio notifications consistent with visual information provided on electronic signs that display flight information and emergency notices.

Third-party vendors that provide website development and support must commit to meeting current Web Content Accessibility Guidelines (WCAG), as required by the ACA.

Accessibility is also considered when purchasing kiosks or approving vendor kiosks. Proposals for new kiosks, to be purchased by the Airport or its vendors, are reviewed by the GMIAA to ensure accessible features are included. Approval to build is required. This includes parking kiosks, Canada Border Services Agency kiosks, and individual airline check-in kiosks.

Boarding announcements are displayed on the Airport Flight Information Display Screens (FIDS) located throughout the Terminal Building.

Airline staff can provide automated public address messages and aircraft status information in both audio and visual format in both official languages.

## 14. Emergency Information







Accessible emergency and safety information for visitors, as well as employees and contractors, has been developed and is available publicly and upon request.

Individual accommodation plans including emergency and evacuation procedures are in place for employees who request support.

Emergency information is provided in both audio and visual format throughout the terminal building. Emergency information is communicated in both official languages over the public address system and on scrolling messages on monitors throughout the building.

The terminal building fire alarm system includes both audio tones and strobe lights.

## 15. Employment

GMIAA employment practices are being reviewed and updated to ensure accessible recruitment, hiring, retention, career development, and accommodation request procedures.

### Hiring practices

The GMIAA is committed to inclusive hiring policies. When posting positions, each job description will state that accommodations can be made for people with disabilities. The following paragraph will be included in all job postings:

*The Greater Moncton International Airport Authority (GMIAA) is committed to inclusive employee recruitment and selection. The GMIAA welcomes and encourages applications from people with disabilities. If you require an accommodation during the selection process, please inform us as soon as possible and we will make every effort to fulfill your accommodation request.*

If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

### Workplace information for employees

The GMIAA will provide workplace information in an accessible format if an employee requests it. This includes information employees need to perform their jobs (for example, job descriptions and manuals) and general information that is available to all employees at work (for example, newsletters, news bulletins, and health and safety information).

If an employee with a disability requests information in an accessible or alternate format or requires communication supports, the GMIAA will work with them to determine how best to meet their needs and to provide accessible workplace information in a timely manner.





The GMIAA will work with employees with disabilities to develop individual accommodation plans. Where necessary, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation.

## Training

The GMIAA will provide ACA and ATPDR accessibility awareness training, including role-specific training for GMIAA employees and management teams. This training will be provided during the initial onboarding period and when changes are made to accessibility legislation or to GMIAA accessibility policies or procedures.

Customer service training incorporating accessibility and accommodation information, including training on Airport assistive devices, has been provided to customer service employees.

## 16. Transportation

Accessible transportation, including taxis, rental cars, and hotel shuttles should be pre-arranged with the service provider ahead of time to ensure an accessible vehicle is ready to take you to or from the Airport.

All Airport agreements with third-party ground transportation providers include the commitment to provide accessible transportation upon request and at no additional cost to the user.

Car rental agencies GMIAA offer adaptive driving devices and services for customers with disabilities. Car rentals must provide vehicles that are accessible to persons who are travelling with mobility aids or any other assistive device or with a service dog, including transportation with vehicles that are capable of carrying non-folding or non-collapsible mobility aids.

To ensure availability, it is recommended to pre-book rental cars by directly contacting the service provider.

For further information, visit the [Airport Accessibility page](#).

## 17. Accessible parking

Accessible parking spaces are available in our P1, P2 and Employee parking lots.





Additional accessible parking spaces can be found indoors in the underground parking but require advance booking and require an accessible permit. The cost of reserved indoor parking spaces is \$125 per week. If you need assistance with accessible parking or want to reserve one of the underground spaces, please contact the Airport's Administration office at (506) 856-5444 ext. 6 or via email at [admin@cyqm.ca](mailto:admin@cyqm.ca).

## Drop-off and pick-up locations

The curbs along the entrances are reserved for active loading and unloading only. Active loading and unloading means immediate loading and unloading of persons and their belongings.

## 18. Public transportation

Accessible public transit in the Moncton area is offered through Codiac Transpo. Visit their website at <https://www.codiactranspo.ca/moncton-transport/wheelchair-accessible-transit>.

However, currently, there is no available public transportation to or from the airport.

Contact Accessible NB for more information. Visit their website at <https://www.abilitynb.ca/accessible-nb/>.

## 19. Service Animals

The GMIAA is committed to welcoming people with disabilities who are accompanied by a service animal in all Airport facilities open to the public. Employees will be trained how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

Any passengers and visitors who are accompanied by service animals must adhere to Airport rules. Service animals must be leashed and under the care and control of their owner at all times.

Service animals also should be properly identified. If the service animal is not properly identified, the owner must be able to provide proper credentials upon request. GMIAA employees may require documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

Travellers need to refer to individual airlines they are travelling with to determine specific rules and regulations for travelling with service animals, support animals, or pets.





## Animal Relief Areas

Two designated animal relief areas are available in the Airport:

- Pre-security: located outside the front of the terminal building near the Departures door. To access the area from inside the Terminal, proceed towards the airline check-in counters and use the exit door across from the counters. Once outside, the relief area is located left of the Departures door.
- Post-security: located across from Gates 3 & 4 next to the washrooms.

The animal relief areas are clearly marked, and plastic bags and garbage containers are available for waste disposal. GMIAA staff clean and maintain the relief areas on a regular basis.

## 20. Support Persons

Any person with a disability who is accompanied by a support person will be allowed to access GMIAA premises that are open to the public and other third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the premises.

## 21. Establishment of Accessibility Plans and Progress Reports

The GMIAA will create and maintain an accessibility plan outlining its strategy to identify, prevent and remove barriers and meet its requirements under the ACA, ATPDR, and ATPRR. The GMIAA will consult with persons with disabilities when creating and updating its accessibility plan and progress reports, will post its accessibility plans on its website, and will provide the plan in an alternate format upon request.

The GMIAA will review its accessibility plan annually and will update its plan once every three years. The GMIAA will also prepare and publish public progress reports to report on the progress of steps taken to implement its accessibility plan.

The GMIAA will develop a feedback plan that describes the process for:

- receiving and addressing feedback related to implementation of its GMIAA Accessibility Plan;
- identifying any barriers noted; and
- describing how barriers will be or have been addressed.

The GMIAA will provide notice to the Accessibility Commissioner and share details of this feedback plan.





As with other public documents, accessibility plans and progress reports will be provided in accessible or alternate formats upon request.

## 22. Definitions

**Accessible:** products, services, facilities, or environments that can be accessed, used by, or understood by all persons, including those with disabilities

**Assistive Devices:** any device used to assist persons with disabilities, including:

Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility

Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication

Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability

**Barrier:** anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

**Disability:** any impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society

**Service Animal:** An animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or
- b) The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to a disability.

**Support Person:** In relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services, or facilities.

## 23. Contact Information

The administration and application of this policy is a responsibility of the Manager, Human Resources.





For any accessibility queries, including questions or feedback regarding this policy, contact the Greater Moncton International Airport Authority at 1-506-856-5444 ext. 6.

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